



*April 24, 2001
Meeting Minutes*

Meeting Name Minutes prepared by: Date Prepared:
Flow Through Task Force Patsy Smith – FTTF 04-24-01

Participants

Participant	Company	Participant	Company
Gary Jones	BST	Becky Wellman	IDS
Brenda Files	BST – CCP	Collette Davis	COVAD
Patsy Smith*	BST	Marcia Lees	SBC
Amy Calvin	Ztel	K.C. Timmons	AT&T
Amanda Hill	WorldCom	Stephanie Smith	Dset
Marva Goff*	BST	Gloria Melvin	NuVox
Joan Wilwerding	Birch	Shamone Stapler	ITC/DeltaCom
Ellen Neis	Sprint	Cheryl Haynes	NuVox
Sandy Evans	Sprint	Kevin McCall	BST
David Avera	BST	Penny Wagner	BST
Janel Choice	BST	Mel Wagner	Birch

*Observing Only

The minutes for the April 24, 2001 Task Force meeting have been amended. The corrections are in bold print, as well as underlined.

Agenda Items

OPENING and INTRODUCTIONS

Gary opened the meeting by having the attendees (including those on the conference bridge) to introduce themselves. Gary explained the purpose of the meeting.

REVIEW MINUTES and ACTION ITEMS FROM 3/19/01 MEETING

Gary then reviewed the minutes, including action items, from the last Flow Through Task Force meeting held on March 19, 2001. Gary talked briefly concerning the report that was sent to the Georgia PSC. There were no questions from participants.

FLOW-THROUGH ITEMS PRESENTED and DISCUSSION

The purpose of the meeting was explained that items or issues as relates to electronic flow through which the represented CLECs had identified along with items found by Gary's flow through team would be prioritized by the FTTF. Gary further discussed that the items identified and submitted by the Flow Through Task Force (FTTF) would be submitted as Type 2 items rather than Type 4s or 5s.

K. C. Timmons (AT&T) stated that AT&T's view was that the FTTF items should **be submitted as Type 2 since the FTTF was ordered by the Georgia Public Service Commission (GPSC) in Docket No. 7892U.**



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It was explained again, that the purpose of the meeting was to prioritize identified items to be submitted to the CRB board for approval or rejection. The items would then be forwarded to IT for implementation schedule.

Gary explained that although this Task Force itself is temporary, flow through features can still be submitted to CCP and will continue to be submitted as Type 2 requests.

Joan Wilwerding (Birch Rep) asked what was the process for handling a rejected **change request** by CCP; Brenda Files (CCP) explained the escalation process of the CCP Board.

Becky Wellman (IDS) asked for a better understanding of the purpose of the Task Force. Gary explained that this was a temporary task force and was not intended as an ongoing effort. This task force is not meant to replace the CCP Board.

K.C. Timmons (AT&T) questioned the fact that the initial report was submitted by Legal without the task force having a chance to review prior to it being submitted to the Georgia PSC. There was discussion on how the next report could be reviewed by the task force prior to it going to Regulatory and Legal. **The CLEC understanding is that all parties of the task force will be able to review and provide additional input to any future reports that go to the GPSC on behalf of the FTTF. Gary agreed that the report would be submitted to the FTTF members before it is submitted for final approval.**

Collette Davis (COVAD) expressed concern regarding the outcome of the Task Force and its real intent. It is her opinion that this task force is a quick fix (a band aid) rather than an ongoing effort to improve flow through. She feels that this is just an effort to fulfill the PSC order.

Collette Davis feels that there should be root cause analysis as relates to the problems. She further stated that she was not in a position to bring problems because COVAD is not mechanized. She feels that this Task Force is not a true task force **and that the purpose of the task force was being lost. BellSouth indicated this is not the case.**

Becky Wellman, stated that what is being done in this Task Force could have been done on an individual basis and not as a group effort.

Gary stated that before a problem could be analyzed it first had to be identified. Gary advised that the Task Force could continue to meet, however specific areas of concentration had to be identified. Once targeted areas are identified, the task Force can then put a plan of action in place. All agreed this was a good idea. Everybody agreed that the Task Force would then be focused on the areas it was created to examine.

Gary explained that he is willing to help with an issue but he first needs some examples. Only one CLEC had provided examples. **In the meeting, AT&T stated the CLECs noted that they cannot bring specific examples of services that do not flow through because BellSouth owns the data that reveals what services/products did and did not flow through. The CLECs are reliant on BellSouth's aggregate data in order to prioritize Flow Through improvement initiatives. The CLECs expected BellSouth to come to this meeting with Planned Manual Fallout aggregate volumes for a recent month, but BellSouth did not have this data for the task force. BellSouth notes that CLECs are not reliant on BellSouth for this information. CLECs have access to PMAP and the flow through SQM matrix. CLECS**



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can also request their flow through raw data. Information contained in these items will provide CLEC specific information and the items that are Planned Manual Fallout.

Collette gave an example with LENS (interim use prior to EDI) regarding No Loop Makeup. Gary advised that this is a preorder issue and is not part of flow through.

Gary asked members of the Task Force which of them had taken the opportunity to read the GA PSC report and if so who had any questions or maybe problems with it. Sandy Evans (Sprint) responded that she had a problem of the issues being submitted regarding Type 2 rather than Type 4/5. Gary stated that this was an effort to establish a starting point and that the CCP process would still be followed. **AT&T also noted that they did not agree with BellSouth's assessment that the GA PSC Docket 11853-U has no relation to GA PSC Docket 7892-U and the FTTF. BellSouth indicated that this is not an item for discussion in this meeting. BellSouth has reviewed Docket 11853 and determined that portions of this docket reference Docket 7892-U. BellSouth is open to discuss the portions of Docket 11853-U that actually reference Docket 7892-U in the FTTF meeting. BellSouth feels that it is important to note that 87% of all LSRs are submitted electronically and manual ordering consists of approximately 13% of total LSRs submitted.**

Gary again asked for specific examples of problems or issues.

K. C. opened discussion regarding 8825 errors which Gary addressed. Gary explained his process for analyzing 8825 and 1000 errors and resolving issues. He also discussed other errors and how they are being handled (i.e., 8820, 7115, 7465).

K. C. brought up questions regarding planned manual fallout as related to complex orders. Discussion surrounding complex orders, % of fallout and order types that are planned manual fallout could become a concentrated area for improving flow-through. However, BellSouth notes that Planned Manual fallout is less than 10% of mechanized orders.

Gary discussed ISDN BR, PBX, DID, Synchronet, Hunting MLH as complex services that can be ordered electronically but fallout for manual handling.

K.C. had reports from PMAP. In reviewing the PMAP data discussions continued regarding Planned Manual fallout which consist of: expedites, special pricing plans, deny & restore conversions, partial migrations (some types), class of service, LSRs greater than 25 lines, inaccurate CSRs, directory listings (planned fallout items- captions and indentions) and Act of T moves. (Act of T moves is targeted for mechanization which will remove ACT of T from the planned manual fallout list. Restore-suspend UNE Combo was a planned manual fallout item, but effective 11/2000 is a flow-through item.)

K.C. has asked for a detail break down for planned fallout items. **This includes a detailed break down of all 13 reasons for Planned Manual Fallout and aggregate volumes associated with those Manual Fallout reasons.** Gary agreed to provide, to the best of his ability, figures for two months (March and April) before the end of May. After about a week of the CLECs receiving the data, Gary will set up a conference call to discuss the information and then set up a meeting to further discuss the next steps once we have a tentative action plan. The action plan would be to determine the flow through items the Task Force wants to target for improvement.



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Gary has already identified and submitted BellSouth items targeted for releases. Becky Wellman asked for a status. Gary provided two lists, BellSouth Features Targeted for Release (Attachment 1) and BellSouth Flow Through Items to Prioritize. (Attachment 2)

Release 9.4 scheduled end of July; release 10 is scheduled for sometime in September.

BellSouth Flow Through items submitted for the Task Force to prioritize are:

1. Do not display error Message on supps-Q status LSR
2. Change requirements to not require RTX on LSR
3. Ability to process Coin orders electronically (LENS).
4. Removal of ADSL on conversion orders
5. Correct Format of CCON on UNE-P orders
6. Ringing Cycle not provided for ringmaster
7. Multi-feature discount

There was discussion of changing items that are already in the CCP process as a Type 5 issue changed to a TYPE 2 item. This will have to be discussed outside this Task Force. (as per Brenda Files). **Items already pending in CCP will continue through the CCP process as Type 5 CRs as they were submitted.**

K.C. opened discussion regarding LNP. Why is there so much manual fallout with LNP? PMAP does not provide raw data for LNP. K. C. was specifically interested in data for OCNs 7125 & 7421. David Avera and Gary explained that partial migrations or complex orders not supported by LNP gateway. RPONs fallout for manual handling because they have to be coordinated. David Avera agreed to look at the manual fallout for OCNs 7125 & 7421 and provide results to K.C.

There were no other LNP Questions from the participants.

K.C. began discussion regarding error code 1000 and other codes (aggregate from PMAP reports & flow through error analysis report). BellSouth and CLEC errors do not match. Gary to check with PMAP as to what the difference may be.

Gary gave a brief description of the following error codes: 7115, 7145, 7465, 7645, 7718, 8825, 8820 (error code is numerous reasons).

Gary will provide information by May 4, 2001 on the above error codes and provide a status on the 8825 error codes.

BELLSOUTH and CLECs PRIORITIZE

Gary again discussed the two lists (BST Flow Through Items **and BST Features**) and advised which of the error codes associated with **the features**.

It was decided to prioritize the BellSouth Flow Through items (1 thru 7) first. Item 8 was added from the 3-1-2001) list presented at the 3/19/2001 Task force Meeting. **(flow-through improvement items BellSouth already identified) The Priority number is on the left.**

4. 1. Do not display error Message on supps-Q status LSR



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6. 2. Change requirements to not require RTX on LSR
5. 3. Ability to process Coin orders electronically (LENS).
1. 4. Removal of ADSL on conversion orders
3. 5. Correct Format of CCON on UNE-P orders
7. 6. Ringing Cycle not provided for ringmaster
2. 7. Multi-feature discount
8. 8. To request LESOG to change the main telephone number and make one of the existing telephone numbers on the CSR the main telephone number. REQ TYPE M & E ACT TYPE P,V,W,C and Q. TOS 1BM,2BM, 1BF and 2BF. TCIF 7&9.

ACTION ITEMS:

OWNER:

Meeting notes to be out by Monday, April 30, 2001 for comments and changes.

Gary Jones

Middle of May information for March and April reports will be provided as relates to planned fallout. **This includes a detailed break down of all 13 reasons for Planned manual fallout and aggregate volumes associated with those Manual Fallout reasons.**

Gary Jones

If available, provide status of targeted implementation for ranked items.

Gary Jones

Another report will be sent to Ga. PSC. advising results so far and when the next meeting will be.

Gary Jones

Research and provide information to K. C. Timmons (AT&T) Regarding LNP Manual Fallout For OCN 7125 & 7421

David Avera